

Staff Analysis of ATT's Reported Outages June 21 - August 31, 1999

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AT&T PON	Due Date	Date of Alleged Out of Svc. Condition	Issue	Duration of Alleged Out of Svc. Condition	Length of BA was Aware of Out of Svc. Condition (Time of Notification Until Cleared)	Staff Notes	Not Working Due to BA Provisioning Error?
NYCB9900020	6/21	6/21	swapped pair	4 hrs	none	AT&T changed pairs in its switch	N
NYCB9900028	6/23	6/21	early cut	14 hrs.	.	clock stopped due to test call ok; cust may have been up earlier	Y
NYCY906604	7/2	6/29	early cut	3 days (19 hrs per AT&T log)	1 day	reviewed in 1st reconciliation; cust had retail trouble on 6/29, activated call forwarding to avoid; trouble cleared as bad underground 6/30, cut ok 7/2	N
NYCY907263	7/14	7/14	cross-talk	7 days	.	underground problem	N
NYCY907336	7/30	7/19	early cut	5 hrs	.	reviewed in 2nd reconciliation; no evidence of early cut - may be retail trouble	N
NYCY9900028	6/23	6/23	can't receive calls	1 1/2 hrs	.	no completion call to AT&T	Y
NYCY9900199	6/21	6/21	no dialtone	24 hrs.	.	outside plant problem	N
NYCY9900244		7/20	early cut	3 hrs	.		Y
NYCY9900364	7/8	7/10	early cut	2 days	.	reviewed in 1st reconciliation; no evidence of early cut 7/10; cust had retail trouble with hunting reported 7/12, repaired 7/13	N
NYCY9902672	7/6	7/6	out of svc.	48 hrs.	.	ca/pr wrong on BA internal service orders	Y
NYCY9904203		8/6	static, ring no answer	5 days	.		N
NYCY9904834		7/30	early cut	7 hrs	.		Y
NYCY9905144	7/20	7/15	early cut	8 days	.	reviewed in 1st reconciliation; customer snipped for non-payment	N

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NYCY9905247	7/9	7/9	TNs were reversed	3 days	none	telephone numbers were reversed, AT&T swapped in switch to bring cust up; not clear who was right	?
NYCY9905414		7/22	no dialtone	7 days	.	AT&T left 1 line off order, BA disconnected it; not clear from AT&T log when customer was restored	Y
NYCY9905442	7/14	7/12	early cut	3 days	1 day	BA notified 7/14, ticket closed by AT&T 7/15 as retail trouble	Y
NYCY9905445	7/13	7/13	cut to wrong pair	4 hrs	.		Y
NYCY9905465	7/13	7/13	no dialtone	2 hrs	.	not clear from notes which side had problem	?
NYCY9905521	7/30	7/30	no dialtone	3 days	1 day	BA notified of problem 8/2 @ 15:35, closed 8/3 @ 8:32 NTF	N
NYCY9905672	7/27	7/27	no dialtone	23 hrs	.	not clear what the problem was	?
NYCY9905778	7/6	6/21	early cut	48 hrs.	.		Y
NYCY9905781	7/22	7/22	ring no answer	4 days	less than 1 day	BA notified 7/26, fixed 7/26	Y
NYCY9905799	6/22	6/22	can't receive calls	1 day	.	BA notified 6/23 @ 15:48, clock stopped 6/24 @ 8:28 due to test call; IDLC	Y
NYCY9905848	7/13	7/13	ring no answer, then no dialtone	2 days	.	notes indicate problem with underground facilities	N
NYCY9905872	6/21	6/21	cut early, not coordinated	6 hrs.	less than 2 hrs.	BA notified 14:52, restored svc 16:46	Y
NYCY9905917	6/22	6/21	early cut	4 days	.	multiple BA dispatches; couldn't port customer to AT&T due to AT&T dialtone problem	Y

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NYCY9905917	7/9	6/21	early cut	2 days	not clear		Y
NYCY9905921	7/2	7/2	no LNP concurrence	7 days	.		?
NYCY9906086	7/1	7/1	ring no answer	7 days	1 day	BA notified 7/8 @ 13:23; trouble cleared 7/9 @ 12:22	N
NYCY9906179	8/3	8/3	NDT	24 hrs.	.	BA re-wired cross-connects	Y
NYCY9906196	7/16	7/16	ring no answer	9 hrs	.	BA cut this early, AT&T filed a trouble ticket so BA flipped the customer back, but AT&T ported the number	Y
NYCY9906230	7/9	7/9	ring no answer	3 days	2 days	BA notified 7/12, closed ticket 7/14, customer said problem was with CPE	N
NYCY9906238		7/7	early cut	11 hrs.	.	supp due to AT&T ring generator problems, cust referred to BA retail	Y
NYCY9906242		7/29	early cut	3 1/2 hrs.	.		Y
NYCY9906260	7/26	7/26	ring no answer	48 hrs.	1 day	BA notified 7/27, fixed bad tie at collo 7/28	Y
NYCY9906265	6/28	6/28	no dialtone	2 days	.	AT&T ring generator problem and no dialtone on 1 line	Y
NYCY9906308	7/26	7/26	no dialtone	31 hours	.		?
NYCY9906308	7/26	7/27	NDT	24 hrs.	.	failed cut 7/26, subsequent snap back to BA	Y
NYCY9906364	6/28	6/28	ring no answer	7 days	.	AT&T ring generator problem, AT&T switch problem, and bad BA underground all played a role in this	N
NYCY9906365	7/22	7/22	no dialtone	3 days	.		?
NYCY9906366	7/16	7/8	early cut	1 1/2 hrs	.	supp due to no AT&T dialtone	Y
NYCY9906366		7/20	early cut	5 hrs	.		Y

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AT&T PON	Due Date	Date of Alleged Out of Svc. Condition	Issue	Duration of Alleged Out of Svc. Condition	Length of BA was Aware of Out of Svc. Condition (Time of Notification Until Cleared)	Staff Notes	Not Working Due to BA Provisioning Error?
NYCY9906366		8/16	early cut	7 days	2 days	AT&T log shows BA notified 8/16 @ 11:52, cust restored 8/18 @ 14:03	Y
NYCY9906375	7/23	7/23	not working	6 hrs	*	reviewed in 2nd reconciliation; cut ok	N
NYCY9906399	7/12	7/12	no dialtone	2 hrs	*		Y
NYCY9906418	7/13	7/2	early cut	5 days	4 days	ticket opened 7/2, closed 7/5	Y
NYCY9906438	6/29	6/29	no dialtone	24 hrs.	*	reviewed in 1st reconciliation; post-completion trouble, BA dispatched tech multiple times with no access before trouble finally resolved	N
NYCY9906443	8/13	8/4	early cut	2 days	*		Y
NYCY9906483	7/1	7/1	no dialtone	20 days	9 days	BA notified 7/12, closed 7/21	N
NYCY9906493	7/12	7/6	early cut	24 hrs.	*	supp due to AT&T ring generator problems, cust referred to BA retail	Y
NYCY9906599	7/1	7/1	bad outside facilities	7 days	*		N
NYCY9906600	8/11	8/11	ring no answer	8 hrs	*	reviewed in 3rd reconciliation; according to AT&T logs line tested ok and then didn't work later in the day	N
NYCY9906611	7/14	7/6	early cut	1-2 hrs	*		Y
NYCY9906632	7/23	7/14	out of svc.	3 days	less than 1 day	BA notified 7/19, ticket closed 7/19	?
NYCY9906694		7/19	early cut	4 days	*		Y
NYCY9906711		7/19	early cut	46 hrs	9 hrs		Y
NYCY9906769	7/2	7/2	cut before frame due time	2-3 hrs	*		Y
NYCY9906772	8/23	8/23	no dialtone	24 hrs.	*	BA repaired wire per AT&T log	?

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NYCY9906851	7/9	7/9	no dialtone, buzzing	7 days	*	BA ticket closed 7/12 due to no access, trouble was cleared 7/16	N
NYCY9906859	7/6	7/6	line crossed with another customer's	43 hrs	*	IDLC	Y
NYCY9906876	7/16	7/16	no dialtone	3 days	less than 1 day	BA notified 7/19, corrected problem 7/19	?
NYCY9906950		7/21	early cut		*	reviewed in 2nd reconciliation	Y
NYCY9906950		8/4	early cut	5 1/2 hrs	*		Y
NYCY9906997	7/13	7/13	"not working properly"	33 hrs	*	reviewed in 1st reconciliation; AT&T was notified on 6/30 of 3 lines that couldn't be ported (coded terminals), told BA to proceed anyway	N
NYCY9907004	7/22	7/22	wired to wrong customer	20 hrs	*	BA closed ticket to CPE	N
NYCY9907034	7/9	7/1	early cut	1 day	*	reviewed in 1st reconciliation; trouble 7/1 was with retail svc (static, cross-talk), BA replaced drop wire 7/2, cut ok 7/9	N
NYCY9907059	7/9	7/9	ring no answer	3 1/2 days	1 day	BA notified 7/12, cust svc up 7/13; AT&T was advised that frame work was complete when it was not, AT&T ported number	Y
NYCY9907062	7/9	7/9	no dialtone	4 days	*	AT&T reported NDT on 1 line after cut; BA installed new drop and interface block	N
NYCY9907094	7/9	7/9	ring no answer	8 hrs	6 hrs		Y

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NYCY9907102	7/9	7/9	ring no answer	4 days	1 day	BA notified 7/12 @ 12:28; trouble cleared 7/13 @ 14:59	N
NYCY9907109	8/17	8/17	no dialtone	24 hrs.	*	IDLC facilities repaired	Y
NYCY9907112	7/23	7/16	early cut	3 days	*	reviewed in 1st reconciliation; cust reported NDT to AT&T on 7/16, but ticket was closed no trouble found, this order cut ok 7/23	N
NYCY9907129	7/12	7/12	ring no answer, then no dialtone	7 days	3 days	BA notified of problem 7/17, fixed 7/20	N
NYCY9907156	7/12	7/12	ring no answer, then no dialtone	30 hrs	*	no documentation provided by AT&T	?
NYCY9907170	7/12	7/12	out of svc.	2 days	1 day	BA notified 7/13, fixed 7/14	?
NYCY9907223	7/13	7/13	no dialtone	4 hrs	*	BA cut early	Y
NYCY9907227	7/13	7/13	early cut	18 hrs	*	reviewed in 1st reconciliation; cust was snipped for non-payment	N
NYCY9907253	7/28	7/28	out of svc.	5 days	*	per AT&T log, IDLC mis-wired	Y
NYCY9907262	7/16	7/16	no dialtone	3 hrs	*	reviewed in 1st reconciliation; AT&T logs don't clearly demonstrate any problem with this cut	N
NYCY9907290	7/27	7/27	no dialtone	21 hrs	*	per AT&T notes, BA repaired "network terminating wire"	Y
NYCY9907293	8/4	8/4	ring no answer	24 hrs.	*		?
NYCY9907344	8/5	7/27	early cut	24 hrs.	*	BA cut early and requested that AT&T port the order, but the AT&T cust had cancelled the order	Y
NYCY9907349	7/22	7/22	no dialtone	5 hrs	*	reviewed in 2nd reconciliation; cut late	Y

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NYCY9907374	7/20	7/20	calls go to BA voicemail	3 days	1 day	BA notified 7/26, cleared 7/27	?
NYCY9907432	7/19	7/19	out of svc.	17 hrs	2 hrs	BA notified 7/20 @ 11:06, closed 7/20 @ 13:11 as NTF	N
NYCY9907435	7/19	7/19	cut late	2 hrs	*	reviewed in 2nd reconciliation; late completion was due to BA escalating within AT&T after encountering AT&T voice mail	N
NYCY9907504	7/27	7/27	ring no answer	48 hrs.	*	alarm system (CPE) caused problem	N
NYCY9907569	7/20	7/20	static	7 days	*	according to AT&T's own log, customer experienced outage "for a short time"; log shows less than 1 day; issue was static, not out of svc	N
NYCY9907621	8/4	8/4	out of svc.	24 hrs.	*	IDLC - defective cable	Y
NYCY9907665		8/3	premature disconnect	20 hrs	*	reviewed in 3rd reconciliation; cut ok, AT&T provided index number accepting cut; 3rd line wasn't part of order, should be	
NYCY9907687	8/31	8/30	no dialtone	24 hrs.	*	retail trouble	N
NYCY9907696	7/22	7/22	lines crossed	1 day	*	cut ok 8/31	N
NYCY9907709	7/22	7/22	ring no answer	3 hrs	*	reviewed in 2nd reconciliation; pre-existing problem	N
NYCY9907715	8/11	8/11	NDT 2 lines, RNA 1 line	5 days	*	AT&T log shows cut and tested ok on due date; subsequent trouble with 1 line	N
						trouble at demarc (1 line), other 2 lines cleared 8/12 to underground problem	Y

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NYCY9907739	7/29	7/29	no dialtone	3 days	.	reviewed in 2nd reconciliation; AT&T order was 2 lines, trouble was with 3rd line - should be retail trouble	N
NYCY9907774	8/6	8/6	ring no answer	3 days	less than 1 day	AT&T received ring no answer till 8/9 because of the weekend, customer was not @ business; cust not out of svc 3 days	Y
NYCY9907789	7/23	7/23	early cut	18 hrs	.	reviewed in 2nd reconciliation, no evidence of early cut	N
NYCY9907856	7/26	7/26	ring no answer	38 hours	.	reviewed in 2nd reconciliation; AT&T tried to supp this order after the cut was complete; cut	
NYCY9907863	7/26	7/27	out of svc.	2 1/2 hrs.	.	ok 7/26 IDLC	N Y
NYCY9907876	7/26	7/26	noise, busy signals	7 hrs	.	cut 7/26, noise called in on 7/28; cust also had hunting problem (AT&T's) that may have caused busy signals	N
NYCY9907937	8/9	8/9	no voice mail	1 hr	.	reviewed in 3rd reconciliation; "trouble" was no AT&T voice mail	N
NYCY9907979	7/28	7/28	ring no answer	1 1/2 hrs	.	IDLC cut	Y
NYCY9908006	7/28	7/28	ring no answer	5 days	.	per AT&T log, BA replaced defective wire terminal cable	?
NYCY9908010	7/28	7/28	no dialtone	24 hrs.	1 hr	cut accepted ok 7/28, BA later notified of a problem; fixed within 1 hour of notice	N

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NYCY9908056	8/16	8/19	couldn't receive calls	16 hrs	1/2 hr	cut ok 8/16 per AT&T log; cust couldn't receive calls 8/19 due to LNP problem; BA notified 8/20 @ 8:00, problem fixed 8/20 @ 8:26	N
NYCY9908074	8/9	8/9	cross-talk	6 days	.	cut and tested ok 8/9; trouble called in to BA 8/12	N
NYCY9908131	7/29	7/29	no dialtone	18 hrs	.	per AT&T log, problem with frame work corrected	Y
NYCY9908138	7/30	7/30	line not ringing, cutting off	3 days	.	per AT&T log, frame work corrected	Y
NYCY9908140	7/30	7/30	ring no answer, then no dialtone	17 hrs	.	lines tested ok after cut; cust reported NDT on 8/2, BA closed NTF	N
NYCY9908142	7/30	7/30	NDT	2 days	1 day	AT&T accepted cut ok 7/30, reported NDT on 8/2, BA closed NTF	N
NYCY9908174	8/30	9/2	ring no answer	2 days	less than 1 day	AT&T didn't send trouble ticket till 9/2, line tested ok 9/2	N
NYCY9908220	8/2	8/2	TNs were reversed	4 1/2 hrs	.	not clear whose fault, cust had svc on both lines	?
NYCY9908270	8/4	8/4	ring no answer	45 hrs	.	not clear what the problem was	?
NYCY9908283	8/5	8/5	ring no answer	24 hrs.	.	reviewed in 3rd reconciliation; BA turned up to AT&T before the frame work was done	Y
NYCY9908305	8/25	8/19	early cut	16 hrs	1 1/2 hrs	BA notified 8/19 @ 13:28, cust restored 8/19 @ 15:03	Y
NYCY9908346	8/4	8/4	no dialtone	5 days	.		?

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NYCY9908378	8/6	8/6	ring no answer	4 days	1 day	BA notified 8/9, trouble cleared 8/10 defective wire terminal	?
NYCY9908448	8/19	8/19	no dialtone on 1 line	5 days	1 day	BA was notified of problem on 8/23; BA tech showed up 8/23 and was told there was no problem; dispatched again 8/24 and problem cleared	?
NYCY9908492	8/17	8/17	ring no answer	24 hrs.	*	BA defective cable and AT&T hunting error	?
NYCY9908558	8/9	8/9	ring, then DT, then fax tone	3 days	*	changed pairs	?
NYCY9908568	8/9	8/9	ring no answer	28 hrs	*	bad underground pair	N
NYCY9908574	8/26	8/26	ring no answer	24 hrs.	*	reviewed in 3rd reconciliation; problem was BA cable	Y
NYCY9908587	8/18	8/13	early cut	6 days	*	can't tell from AT&T log when customer was restored	Y
NYCY9908596	8/10	8/10	ring no answer	3 days	*	wiring problem	?
NYCY9908597	8/19	8/19	ring no answer	7 hrs	*	cut late on due date	Y
NYCY9908628	8/11	8/23	no dialtone	7 days	1 day	cut with no problem 8/11; on 8/23 no dialtone reported to BA @ 22:15, restored 8/24 @ 13:29; not clear if problem was on BA side	N
NYCY9908662	8/11	8/11	no dialtone	24 hrs.	*	BA closed in ticket, NTF	N
NYCY9908672	8/11	8/11	noise	7 days	*	tested line 8/11, noise reported 8/12 - changed pairs	N
NYCY9908709	8/12	8/12	ring no answer	4 hrs	*	reviewed in 3rd reconciliation; IDLC on 1 line, BA turned all lines up to AT&T before field work done	Y

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NYCY9908721	8/12	8/12	no dialtone	5 days	•	tested fine 8/12; no dialtone 8/13; AT&T logs show BA said problem was with loose cross-connects at AT&T end	N
NYCY9908725	8/27	8/27	out of svc.	3 days	•	AT&T order was cancelled by the customer on 8/13; the customer was out of svc on 8/27 because BA botched the snap-back; retail trouble reviewed in 3rd reconciliation;	N
NYCY9908726	8/26	8/24	early cut	2 days	•	there was a retail trouble on this line, both companies agreed to cut the line over anyway	N
NYCY9908759	8/19	8/18	early cut	1 hr	•	broken wire in CO - may be retail trouble; order cancelled by AT&T	?
NYCY9908793	8/13	8/13	ring no answer	3 1/2 hrs	•	reviewed in 3rd reconciliation; per AT&T log both lines were tested and working within the testing window	N
NYCY9908804	8/13	8/13	no dialtone on 1 line	6 days	4 days	tested ok 8/13; 8/16 no dialtone reported; fixed 8/20 via miracle	N
NYCY9908831	8/17	8/16	early cut	3 hrs	•		Y
NYCY9908837	8/23	8/23	out of svc.	2 days	1 day	IDLC problem, BA notified 8/24, cleared 8/25	Y
NYCY9908905	8/25	8/25	ring no answer	24 hrs.	•	IDLC work not completed	Y

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NYCY9909002	8/17	8/19	no dialtone	6 days	4 days	per AT&T log cut ok on 8/17; trouble reported 8/19 @ 23:15; closed 8/23 @ 13:53; not clear if BA was at fault	N
NYCY9909078	8/26	8/26	static	20 hrs	.	reviewed in 3rd reconciliation; trouble was static on line, AT&T did not verify line was ok prior to cut	N
NYCY9909087	8/31	8/30	no dialtone	20 hrs	.	customer reported no dialtone on 8/30, but cut ok on 8/31 with no apparent fix	N
NYCY9909151	8/23	8/23	ring no answer	43 hrs	1 day	BA cross-connects re-wired; BA notified 8/24 @ 9:42, fixed 8/25 @ 11:31	Y
NYCY9909170	8/19	8/20	no dialtone	3 days	1 day	cut and tested ok 8/19; no dialtone reported by customer 8/20, BA notified 8/23, fixed outside plant problem 8/23; AT&T had hunting and voice mail problems until 8/24	N
NYCY9909199	8/19	8/19	ring no answer	3 hrs	.	reviewed in 3rd reconciliation; BA turned up to AT&T before frame work was done	Y
NYCY9909239	8/23	8/23	no dialtone	1 hr	.	retail trouble	N
NYCY9909246	8/20	8/20	computer line doesn't flash (RNA)	4 hrs	.	reviewed in 3rd reconciliation; not clear if problem was on BA side	?
NYCY9909284	8/18	8/18	no dialtone	5 hrs	.	reviewed in 3rd reconciliation; retail trouble 8/18 and AT&T no dialtone problem 8/18	N
NYCY9909285	8/31	8/20	early cut	8 hrs	.		Y

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NYCY9909286	8/20		no dialtone	7 days	2 days	cut ok and tested ok 8/20; no dialtone reported 8/23, closed 8/25 to underground problem reviewed in 3rd reconciliation; cut and tested ok, then AT&T reported cross-talk problem later	N
NYCY9909291	8/31	8/31	cross-talk	24 hrs.	*		N
NYCY9909292	8/20	8/13	early cut	4 hrs	*	reviewed in 3rd reconciliation; retail trouble 8/13, not early cut	N
NYCY9909327	8/24	8/24	no dialtone	24 hrs.	*	AT&T tested and accepted cut 8/24; trouble cleared 8/25 @ 16:21, not clear what problem was	N
NYCY9909344	8/31	8/31	hum on line	4 weeks	*	problem was hum on line, may have been AT&T side; AT&T logs note that AT&T didn't escalate because it was just a hum, cust not out of svc	!!
NYCY9909346	8/23	8/23	ring no answer	22 hrs	*	customer cancelled; order not worked by BA but ported	Y
NYCY9909502	8/24	8/24	out of svc.	2 weeks	*	AT&T tested and accepted cut 8/24; underground problem, no escalation to BA mgrs.	N
NYCY9909521	8/31	8/31	out of svc.	2 weeks	*	reviewed in 3rd reconciliation; trouble was with AT&T translations, hunting; also "non-portable TNs"	N

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NYCY9909526	8/26	8/26	no dialtone	24 hrs.	*	reviewed in 3rd reconciliation; AT&T accepted cut 8/25 w/index #; trouble was with AT&T voice mail	N
NYCY9909527	8/25	8/25	problem during cut	1 hr	*		Y
NYCY9909600	8/27	8/27	ring no answer	5 hrs	*	cut was not timely, but the customer didn't report being out of service	Y
NYCY9909656	8/26	8/25	early cut	2-3 hrs	*	IDLC, BA tech cut early	Y
NYCY9909717	8/31	8/31	can't make outgoing calls	24 hrs.	*	AT&T tested and accepted cut; customer later reported couldn't make outgoing calls; can't tell what repair was made	N
NYCY9909723	8/27	8/27	ring no answer	8 hrs	4 hrs	BA notified 8/27 @ 15:20, repaired 8/27 @ 19:35	?
NYCY9909772	8/30	8/25	early cut	20 hrs	*	BA showed order cancelled, AT&T shows this order worked, not coordinated	?
NYCY9909787	8/30	8/30	no dialtone	20 hrs	*	closed via miracle 8/31	N
NYCY9909793	8/31	8/31	no dialtone	2 days	*	BA trouble ticket closed for no access on 9/1, fixed bad cable 9/2	N
NYCY9909801	8/30	8/31	no dialtone	24 hrs.	*	cut and tested ok 8/30, no dialtone reported 8/31; cable problem at frame	N
NYCY9909957	8/31	8/31	hollow sound on line	24 hrs.	*	BA changed underground 9/1	N

* BA was either notified soon after AT&T was notified of trouble, or the logs are not clear as to the time BA was notified and/or the trouble was cleared

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AT&T PON	Due Date	Date of Alleged Out of Svc. Condition	Issue	Duration of Alleged Out of Svc. Condition	Length of BA was Aware of Out of Svc. Condition (Time of Notification Until Cleared)	Staff Notes	Not Working Due to BA Provisioning Error?	Staff Metric Scoring
NYCY9904203		8/6	static, ring no answer	5 days	.		N	MISS
NYCY9905414		7/22	no dialtone	7 days	.	AT&T left 1 line off order, BA disconnected it; not clear from AT&T log when customer was restored	Y	NOT SCORED
NYCY9906179	8/3	8/3	NDT	24 hrs.	.	BA re-wired cross-connects	Y	MET/I-code
NYCY9906308	7/26	7/27	NDT	24 hrs.	.	failed cut 7/26, subsequent snap back to BA	Y	NOT SCORED
NYCY9906366		8/16	early cut	7 days	2 days	AT&T log shows BA notified 8/16 @ 11:52, cust restored 8/18 @ 14:03	Y	MISS
NYCY9906443	8/13	8/4	early cut	2 days	.		Y	NOT SCORED
NYCY9906600	8/11	8/11	ring no answer	8 hrs	.	reviewed in 3rd reconciliation; according to AT&T logs line tested ok and then didn't work later in the day	N	MET/I-code
NYCY9906772	8/23	8/23	no dialtone	24 hrs.	.	BA repaired wire per AT&T log	?	MET/I-code
NYCY9906950		8/4	early cut	5 1/2 hrs	.		Y	MISS
NYCY9907109	8/17	8/17	no dialtone	24 hrs.	.	IDLC facilities repaired	Y	MET/I-code
NYCY9907293	8/4	8/4	ring no answer	24 hrs.	.		?	MET/I-code
NYCY9907621	8/4	8/4	out of svc.	24 hrs.	.	IDLC - defective cable	Y	MISS
NYCY9907665		8/3	premature disconnect	20 hrs	.	reviewed in 3rd reconciliation; cut ok, AT&T provided index number accepting cut; 3rd line wasn't part of order, should be retail trouble	N	MET
NYCY9907687	8/31	8/30	no dialtone	24 hrs.	.	cut ok 8/31	N	MISS
NYCY9907715	8/11	8/11	NDT 2 lines, RNA 1 line	5 days	.	trouble at demarc (1 line), other 2 lines cleared 8/12 to underground problem	Y	MET/I-code
NYCY9907774	8/6	8/6	ring no answer	3 days	less than 1 day	AT&T received ring no answer till 8/9 because of the weekend, customer was not @ business; cust not out of svc 3 days	Y	MISS

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NYCY9907937	8/9	8/9	no voice mail	1 hr	.	reviewed in 3rd reconciliation; "trouble" was no AT&T voice mail	N	MET
NYCY9908056	8/16	8/19	couldn't receive calls	16 hrs	1/2 hr	cut ok 8/16 per AT&T log; cust couldn't receive calls 8/19 due to LNP problem; BA notified 8/20 @ 8:00, problem fixed 8/20 @ 8:26	N	MISS
NYCY9908074	8/9	8/9	cross-talk	6 days	.	cut and tested ok 8/9; trouble called in to BA 8/12	N	MET -- not contested
NYCY9908174	8/30	9/2	ring no answer	2 days	less than 1 day	AT&T didn't send trouble ticket till 9/2, line tested ok 9/2	N	MISS
NYCY9908220	8/2	8/2	TNs were reversed	4 1/2 hrs	.	not clear whose fault, cust had svc on both lines	?	MISS
NYCY9908270	8/4	8/4	ring no answer	45 hrs	.	not clear what the problem was	?	MET/I-code
NYCY9908283	8/5	8/5	ring no answer	24 hrs.	.	reviewed in 3rd reconciliation; BA turned up to AT&T before the frame work was done	Y	MISS
NYCY9908305	8/25	8/19	early cut	16 hrs	1 1/2 hrs	BA notified 8/19 @ 13:28, cust restored 8/19 @ 15:03	Y	NOT SCORED
NYCY9908346	8/4	8/4	no dialtone	5 days	.		?	MET/I-code
NYCY9908378	8/6	8/6	ring no answer	4 days	1 day	BA notified 8/9, trouble cleared 8/10 defective wire terminal	?	MET/I-code
NYCY9908448	8/19	8/19	no dialtone on 1 line	5 days	1 day	BA was notified of problem on 8/23; BA tech showed up 8/23 and was told there was no problem; dispatched again 8/24 and problem cleared	?	MET/I-code
NYCY9908492	8/17	8/17	ring no answer	24 hrs.	.	BA defective cable and AT&T hunting error	?	MISS
NYCY9908558	8/9	8/9	ring, then DT, then fax tone	3 days	.	changed pairs	?	MET/I-code
NYCY9908568	8/9	8/9	ring no answer	28 hrs	.	bad underground pair	N	MET/I-code
NYCY9908574	8/26	8/26	ring no answer	24 hrs.	.	reviewed in 3rd reconciliation; problem was BA cable	Y	MET/I-code
NYCY9908587	8/18	8/13	early cut	6 days	.	can't tell from AT&T log when customer was restored	Y	MISS
NYCY9908596	8/10	8/10	ring no answer	3 days	.	wiring problem	?	MET/I-code
NYCY9908597	8/19	8/19	ring no answer	7 hrs	.	cut late on due date	Y	MISS

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NYCY9908628	8/11	8/23	no dialtone	7 days	1 day	cut with no problem 8/11; on 8/23 no dialtone reported to BA @ 22:15, restored 8/24 @ 13:29; not clear if problem was on BA side	N	MET -- not contested
NYCY9908662	8/11	8/11	no dialtone	24 hrs.	•	BA closed in ticket, NTF	N	MET -- not contested
NYCY9908672	8/11	8/11	noise	7 days	•	tested fine 8/11, noise reported 8/12 - changed pairs	N	MET -- not contested
NYCY9908709	8/12	8/12	ring no answer	4 hrs	•	reviewed in 3rd reconciliation; IDLC on 1 line, BA turned all lines up to AT&T before field work done	Y	MISS
NYCY9908721	8/12	8/12	no dialtone	5 days	•	tested fine 8/12; no dialtone 8/13; AT&T logs show BA said problem was with loose cross-connects at AT&T end	N	MET -- not contested
NYCY9908725	8/27	8/27	out of svc.	3 days	•	AT&T order was cancelled by the customer on 8/13; the customer was out of svc on 8/27 because BA botched the snap-back; retail trouble	N	MET -- AT&T agreed during reconciliation
NYCY9908726	8/26	8/24	early cut	2 days	•	reviewed in 3rd reconciliation; there was a retail trouble on this line, both companies agreed to cut the line over anyway	N	MET
NYCY9908759	8/19	8/18	early cut	1 hr	•	broken wire in CO - may be retail trouble; order cancelled by AT&T	?	MISS
NYCY9908793	8/13	8/13	ring no answer	3 1/2 hrs	•	reviewed in 3rd reconciliation; per AT&T log both lines were tested and working within the testing window	N	MET
NYCY9908804	8/13	8/13	no dialtone on 1 line	6 days	4 days	tested ok 8/13; 8/16 no dialtone reported; fixed 8/20 via miracle	N	MET -- not contested
NYCY9908831	8/17	8/16	early cut	3 hrs	•		Y	MISS
NYCY9908837	8/23	8/23	out of svc.	2 days	1 day	IDLC problem, BA notified 8/24, cleared 8/25	Y	MISS
NYCY9908905	8/25	8/25	ring no answer	24 hrs.	•	IDLC work not completed	Y	MET/I-code

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NYCY9909002	8/17	8/19	no dialtone	6 days	4 days	per AT&T log cut ok on 8/17; trouble reported 8/19 @ 23:15, closed 8/23 @ 13:53; not clear if BA was at fault	N	MET -- not contested
NYCY9909078	8/26	8/26	static	20 hrs	.	reviewed in 3rd reconciliation; trouble was static on line, AT&T did not verify line was ok prior to cut	N	MET
NYCY9909087	8/31	8/30	no dialtone	20 hrs	.	customer reported no dialtone on 8/30, but cut ok on 8/31 with no apparent fix	N	MISS
NYCY9909151	8/23	8/23	ring no answer	43 hrs	1 day	BA cross-connects re-wired; BA notified 8/24 @ 9:42, fixed 8/25 @ 11:31	Y	MET -- not contested
NYCY9909170	8/19	8/20	no dialtone	3 days	1 day	cut and tested ok 8/19; no dialtone reported by customer 8/20, BA notified 8/23, fixed outside plant problem 8/23; AT&T had hunting and voice mail problems until 8/24	N	MET -- not contested
NYCY9909199	8/19	8/19	ring no answer	3 hrs	.	reviewed in 3rd reconciliation; BA turned up to AT&T before frame work was done	Y	MISS
NYCY9909239	8/23	8/23	no dialtone	1 hr	.	retail trouble	N	NOT SCORED
NYCY9909246	8/20	8/20	computer line doesn't flash (RNA)	4 hrs	.	reviewed in 3rd reconciliation; not clear if problem was on BA side	?	MET
NYCY9909284	8/18	8/18	no dialtone	5 hrs	.	reviewed in 3rd reconciliation; retail trouble 8/18 and AT&T no dialtone problem 8/18	N	MET
NYCY9909285	8/31	8/20	early cut	8 hrs	.		Y	MISS
NYCY9909286	8/20		no dialtone	7 days	2 days	cut ok and tested ok 8/20; no dialtone reported 8/23, closed 8/25 to underground problem	N	MET -- not contested
NYCY9909291	8/31	8/31	cross-talk	24 hrs.	.	reviewed in 3rd reconciliation; cut and tested ok, then AT&T reported cross-talk problem later	N	MET/I-code
NYCY9909292	8/20	8/13	early cut	4 hrs	.	reviewed in 3rd reconciliation; retail trouble 8/13, not early cut	N	MET

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NYCY9909327	8/24	8/24	no dialtone	24 hrs.	.	AT&T tested and accepted cut 8/24; trouble cleared 8/25 @ 16:21, not clear what problem was	N	MET -- not contested
NYCY9909344	8/31	8/31	hum on line	4 weeks	.	problem was hum on line, may have been AT&T side; AT&T logs note that AT&T didn't escalate because it was just a hum, cust not out of svc	N	MET
NYCY9909346	8/23	8/23	ring no answer	22 hrs	.	customer cancelled; order not worked by BA but ported	Y	MISS
NYCY9909502	8/24	8/24	out of svc.	2 weeks	.	AT&T tested and accepted cut 8/24; underground problem, no escalation to BA mgrs.	N	MET -- not contested
NYCY9909521	8/31	8/31	out of svc.	2 weeks	.	reviewed in 3rd reconciliation; trouble was with AT&T translations, hunting; also "non-portable TNS"	N	MET
NYCY9909526	8/26	8/26	no dialtone	24 hrs.	.	reviewed in 3rd reconciliation; AT&T accepted cut 8/25 w/index #; trouble was with AT&T voice mail	N	MET
NYCY9909527	8/25	8/25	problem during cut	1 hr	.		Y	MISS
NYCY9909600	8/27	8/27	ring no answer	5 hrs	.	cut was not timely, but the customer didn't report being out of service	Y	MISS
NYCY9909656	8/26	8/25	early cut	2-3 hrs	.	IDLC, BA tech cut early	Y	MISS
NYCY9909717	8/31	8/31	can't make outgoing calls	24 hrs.	.	AT&T tested and accepted cut; customer later reported couldn't make outgoing calls; can't tell what repair was made	N	MISS
NYCY9909723	8/27	8/27	ring no answer	8 hrs	4 hrs	BA notified 8/27 @ 15:20, repaired 8/27 @ 19:35	?	MET/I-code
NYCY9909772	8/30	8/25	early cut	20 hrs	.	BA showed order cancelled, AT&T shows this order worked, not coordinated	?	MISS
NYCY9909787	8/30	8/30	no dialtone	20 hrs	.	closed via miracle 8/31	N	MISS
NYCY9909793	8/31	8/31	no dialtone	2 days	.	BA trouble ticket closed for no access on 9/1, fixed bad cable 9/2	N	MET/I-code

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NYCY9909801	8/30	8/31	no dialtone	24 hrs.	.	cut and tested ok 8/30, no dialtone reported 8/31; cable problem at frame	N	MET/I-code
NYCY9909957	8/31	8/31	hollow sound on line	24 hrs.	.	BA changed underground 9/1	N	MISS

* BA was either notified soon after AT&T was notified of trouble, or the logs are not clear as to the time BA was notified and/or the trouble was cleared